

Madison County Transportation Disadvantaged Service Plan

July 1, 2015 - June 30, 2016

Madison County Transportation Disadvantaged
Coordinating Board



Madison County Transportation Disadvantaged Service Plan

Approved by the

Madison County
Transportation Disadvantaged Coordinating Board

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Ronnie Moore, Chair

with Assistance from

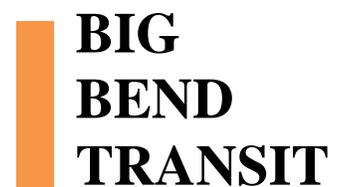
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and

Big Bend Transit
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June 1, 2015



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Table of Contents

Chapter I: Development Plan	1
A. Introduction to The Service Area	1
B. Service Area Profile and Demographics	8
C. Service Analysis	13
Chapter II: Operations Element	22
A. Operations	23
B. Cost/Revenue Allocation and Rate Structure Justification	35
Chapter III: Quality Assurance	36
C. Community Transportation Coordinator Evaluation Process	36

Appendices

Appendix A: Madison County Transportation Disadvantaged Coordinating Board Grievance Procedures	A-1
Appendix B: Cost/Revenue Allocation and Rate Structure Justification	B-1
Appendix C: Service Provider Contract	C-1
Appendix D: Vehicle Inventory	D-1
Appendix E: Safety Compliance Self Certification	E-1

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Chapter I: Development Plan

A. Introduction to The Service Area

The purpose of this section is to provide information about the organization and development of Florida's Transportation Disadvantaged Program in Madison County. This Plan shall serve as the Coordinated Public Transit-Human Services Transportation Plan under the federal Moving Ahead for Progress in the 21st Century Act (MAP-21).

1. Background of Florida's Transportation Disadvantaged Program

Florida's Transportation Disadvantaged Program began in 1979 with the adoption of Chapter 427, Florida Statutes. The Florida Legislature adopted this legislation to provide transportation disadvantaged services in a coordinated fashion.

The transportation disadvantaged are defined in Chapter 427, Florida Statutes, as:

"those persons who because of physical or mental disability, income status, age are unable to transport themselves or purchase transportation and are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or children who are handicapped or high-risk or at-risk as defined in s. 411.202, Florida Statutes."

In 1989, the Florida Legislature reviewed Chapter 427, Florida Statutes according to the State's Regulatory Sunset Act (Section 11.61, Florida Statutes). During this legislative review, the Legislature decided to reenact Chapter 427, Florida Statutes with several revisions.

In 1990, Rule 41-2 of the Florida Administrative Code was adopted to implement the provisions of Chapter 427, Florida Statutes. In addition, Rule 41-2 of the Florida Administrative Code assigns the Florida Commission for the Transportation Disadvantaged with the responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged.

The following sections discuss each of the major components of the Transportation Disadvantaged Program.

a. Florida Commission for the Transportation Disadvantaged

The Florida Commission for the Transportation Disadvantaged is independent and reports to the Governor and the Legislature. Chapter 427, Florida Statutes states that:

"the purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged."

The Governor appoints seven members to the Florida Commission for the Transportation Disadvantaged. Five of the members must have significant experience in the operation of a business and two of the members must have a disability and use the transportation disadvantaged system. The Chair is appointed by the Governor and Vice-Chair is elected annually from the membership of the Florida Commission for the Transportation Disadvantaged.

b. Designated Official Planning Agency

The Designated Official Planning Agency is responsible for transportation disadvantaged planning in a given area. In the urbanized areas of the state, the planning agencies are metropolitan planning organizations. In the rural areas of the state, organizations which are eligible to be planning agencies are:

- county or city governments
- regional planning councils
- metropolitan planning organizations
- local planning organizations who are currently performing planning activities in the service area

The North Central Florida Regional Planning Council is the Designated Official Planning Agency for Madison County. According to Rule 41-2 of the Florida Administrative Code, responsibilities of the Designated Official Planning Agency include:

- Appointment of members to the local coordinating boards.
- Provision of staff support to the local coordinating boards.
- Recommendation to the Florida Commission for the Transportation Disadvantaged regarding the initial selection or re-designation of the Community Transportation Coordinator.

c. Local Coordinating Boards

The Designated Official Planning Agency is responsible for appointing a local coordinating board in each county. The purpose of the coordinating board is to provide advice and direction to the Community Transportation Coordinator concerning the coordination of transportation services.

According to Rule 41-2 of the Florida Administrative Code, the Designated Official Planning Agency appoints an elected official, to serve as the official chairperson for all local coordinating board meetings. The Board shall elect a Vice-Chair.

In addition to the Chair, the following agencies or other groups serve on the local coordinating boards as voting members:

- An elected official from Madison County.
- A representative of the Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.
- A representative of the Public Education Community.
- A representative of the Florida Department of Education.
- A person recommended by the local Veterans Service Office representing veterans of the county.

- A person who is recognized by the Florida Association for Community Action as representing the economically disadvantaged.
- A person over age sixty representing the elderly.
- A person with a disability representing the disabled.
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation services of the system as their primary means of transportation.
- A local representative for children at risk.
- In areas where they exist, the Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Florida Department of Elderly Affairs.
- An experienced representative of the local private for profit transportation industry.
- A representative of the Florida Agency for Health Care Administration.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.

The following are some of the duties of the local coordinating board:

- Approving the Transportation Disadvantaged Service Plan.
- Annually evaluating the Community Transportation Coordinator's performance.
- Reviewing all applications for local, state and federal transportation disadvantaged funds.

d. Community Transportation Coordinator

The Community Transportation Coordinator is responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. Big Bend Transit is the designated Community Transportation Coordinator for Madison County.

Big Bend Transit may provide all or a portion of transportation service in a designated service area. Big Bend Transit may subcontract or broker services if it is cost effective and efficient. The following are some responsibilities of Big Bend Transit:

- In cooperation with the planning agency, develop and implement a Transportation Disadvantaged Service Plan.
- Execute contracts for service with transportation operators.
- Review all applications for federal, state and local funding (in conjunction with the local coordinating board).
- Prepare an annual operating report.

2. Designation Date/History

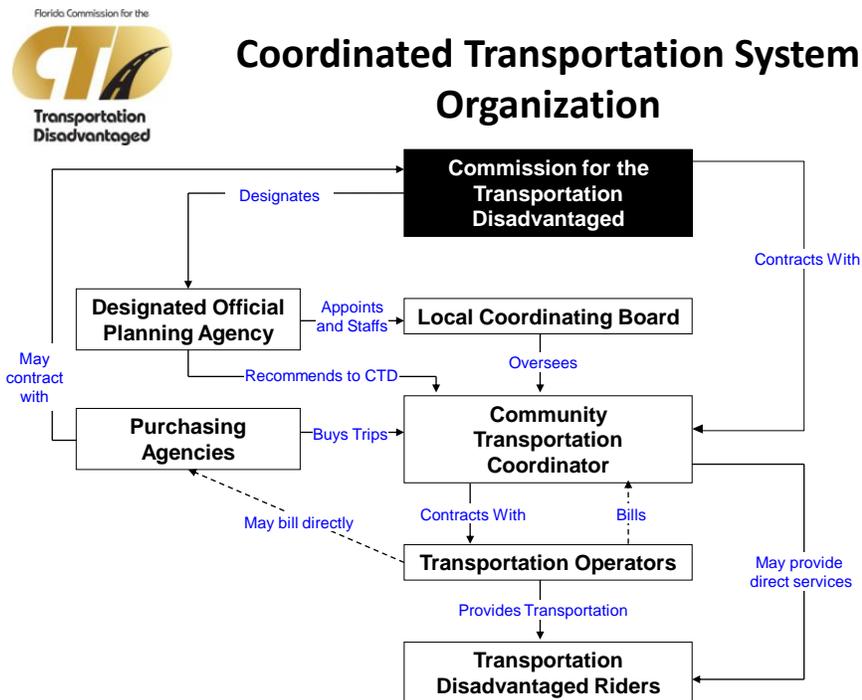
The Florida Commission for the Transportation Disadvantaged first approved Big Bend Transit's designation as the Community Transportation Coordinator for Madison County in October 1990. In 2012, the North Central Florida Regional Planning Council issued a request for proposals for Madison County Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged designated Big Bend Transit as the Madison County Community Transportation Coordinator effective July 1, 2012.

Big Bend Transit is a private non-profit corporation, incorporated in March 1978 for the primary purpose of coordinating, consolidating, planning for and providing efficient and effective paratransit services for persons with disabilities, elderly individuals, low-income individuals and other transportation disadvantaged individuals. The business affairs of Big Bend Transit are managed by a Board of Directors. Coordination functions and the general operating functions are directed by a General Manager. Operations, maintenance, administration/fiscal personnel are employed by Big Bend Transit.

The North Central Florida Regional Planning Council was designated the official planning agency for Madison County in April 1990. The Council was selected through a non-competitive selection process.

3. Organization Chart

The following chart identifies the partners involved in Florida's Transportation Disadvantaged Program.



4. Consistency Review of Other Plans

a. Local Government Comprehensive Plans

The local comprehensive planning process involves essentially four basic steps:

1. the collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area;
2. the formulation of goals for future growth and development;
3. the development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan;
4. the implementation of the Comprehensive Plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Madison County Comprehensive Plan.

b. Regional Policy Plans

The North Central Florida Strategic Regional Policy Plan as adopted by the North Central Florida Regional Planning Council is a long-range guide for the physical, economic and social development of a planning region which identifies regional goals and policies. The plan serves as a basis for the review of the resources and facilities found in local government comprehensive plans originating in the region. Public transit is addressed in Section V of the plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Strategic Regional Policy Plan.

c. Transit Development Plans

Not applicable.

d. Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

The Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan establishes goals, objectives and a plan of action for the Florida Commission for the Transportation Disadvantaged. The plan presents forecasts of demand for transportation disadvantaged services, the cost of meeting the forecasted demand, forecasts of future funding for transportation disadvantaged services and approaches to balancing the supply and demand for these services. The plan also provides forecasts of the transportation disadvantaged population, demand for trips, number of trips supplied, unmet demand for trips and operating expenses.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan.

e. Metropolitan Planning Organization Long-Range Transportation Plans

Not applicable.

f. Transportation Improvement Program

Not applicable.

5. Public Participation

The Madison County Transportation Disadvantaged Board includes representatives of public, private and non-profit transportation and human services providers as well as the public to participate in the development and update of the Madison County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Madison County Transportation Disadvantaged Board whose membership includes citizens and human service providers.

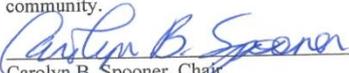
6. Madison County Transportation Disadvantaged Coordinating Board Membership Certification

**MADISON COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEMBERSHIP CERTIFICATION**

Name: North Central Florida Regional Planning Council
Address: 2009 N.W. 67th Place
Gainesville, Florida 32653-1603

The Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), Florida Administrative Code, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

Signature:  Date: 3/26/15
Carolyn B. Spooner, Chair

REPRESENTATION	MEMBER	ALTERNATE	TERM ENDING
Chairperson	Ronnie Moore	Vacant	No Term
Elderly	Vacant	Vacant	6/30/2017
Disabled	Vacant	Vacant	6/30/2015
Citizen Advocate	Shanetha Mitchell	Vacant	6/30/2015
Citizen Advocate/User	Vacant	Vacant	6/30/2015
Children at Risk	Vacant	Vacant	6/30/2016
Community Action	Matthew Pearson	Vacant	6/30/2017
Public Education	Gladney Cherry	Vacant	No Term
Department of Transportation	Sandra Collins	Janell Damato	No Term
Department of Children and Families	Karen Page	Vacant	No Term
Department of Elder Affairs	Rosa Richardson	Vacant	No Term
Department of Education	Vacant	Vacant	No Term
Agency for Health Care Administration	Alana McKay	Andrew Singer	No Term
Regional Workforce Development Board	Sheryl Rehberg	Anthony Jennings	No Term
Veteran Services	Oliver Bradley	Vacant	6/30/2017
Local Mass Transit	Not Applicable	Not Applicable	No Term
Transportation Industry	Vacant	Vacant	6/30/2016
Local Medical Community	Leila Rykard	Kimberly Allbritton	6/30/2016

7. Madison County Transportation Disadvantaged Coordinating Board Membership

MEMBER/REPRESENTING	ALTERNATE/REPRESENTING
Commissioner Ronnie Moore Local Elected Official/Chair Grievance Committee Member	Not Applicable
Sandra Collins Florida Department of Transportation	Janell Damato Florida Department of Transportation
Karen Page Florida Department of Children and Families	Vacant Florida Department of Children and Families
Vacant Florida Department of Education	Vacant Florida Department of Education
Rosa Richardson Florida Department of Elder Affairs	Margaret Minter Florida Department of Elder Affairs
Andrew Singer Florida Agency for Health Care Administration	Vacant Florida Agency for Health Care Administration
Sheryl Rehberg Regional Workforce Development Board Grievance Committee Member	Anthony Jennings Regional Workforce Development Board
Matthew Pearson Florida Association for Community Action Grievance Committee Member Term ending June 30, 2017	Vacant Florida Association for Community Action Term ending June 30, 2017
Gladney Cherry Public Education Grievance Committee Member	Lori Newman Public Education
Oliver Bradley Veterans Term ending June 30, 2017	Vacant Veterans Term ending June 30, 2017
Shanetha Mitchell Citizen Advocate Term ending June 30, 2015	Vacant Citizen Advocate Term ending June 30, 2015
Vacant Citizen Advocate - User Term ending June 30, 2015	Cindy Hutto Citizen Advocate - User Term ending June 30, 2015
Vacant Persons with Disabilities Term ending June 30, 2015	Vacant Persons with Disabilities Term ending June 30, 2015
Vacant Elderly Term ending June 30, 2017	Vacant Elderly Term ending June 30, 2017
Leila C. Rykard Medical Community Term ending June 30, 2016	Kimberly Allbritton Medical Community Term ending June 30, 2016
Vacant Children at Risk Term ending June 30, 2016	Vacant Children at Risk Term ending June 30, 2016
Vacant Private Transit Term ending June 30, 2016	Vacant Private Transit Term ending June 30, 2016

B. Service Area Profile and Demographics

1. Madison County Service Area Description

Madison County has a land area of approximately 692 square miles. The County is located along the northern border of the State of Florida, on the south boundary of the State of Georgia. The County is bounded on the east by Hamilton and Suwannee Counties, on the south by Lafayette and Taylor Counties and on the west by Jefferson County. The Withlacoochee, Suwannee and Aucilla Rivers form a boundary on the east and west.

2. Demographics

a. Land Use

The purpose of this section is to provide information concerning Madison County's existing land use. This information was obtained from Madison County's Comprehensive Plan.

The land use for approximately 95 percent of the acreage within the unincorporated area of the County has been designated as agricultural and approximately 1.3 percent is residential. Within the unincorporated areas of the County, four types of growth have occurred. The first type of land use pattern is concentrated within existing public facility service areas immediately surrounding the municipal urban areas. The second form of development concentrates around the unincorporated market centers which, although they do not provide public facilities, their locations have developed over time into urbanizing settlements. The third type of land use pattern is the development of residential lots along the Withlacoochee and Suwannee Rivers within the County. This type of rural residential development has occurred in varying degrees with lot sizes ranging from one-half acre to 10 acre lots. The fourth pattern is radial growth along major roadways throughout the County.

b. Population/Composition

The Bureau of Economic and Business Research estimates Madison County's total population in 2014 as 19,395. The Bureau of Economic and Business Research also estimates the population of the City of Madison as 3,115 the Town of Greenville as 805, the Town of Lee as 331 and the unincorporated area as 15,144.

TABLE 1

**POPULATION COUNTS AND ESTIMATES
MADISON COUNTY**

AREA	POPULATION COUNT 2010	POPULATION ESTIMATE 2014
Madison County	19,224	19,395
Town of Greenville	843	805
Town of Lee	352	331
City of Madison	3,049	3,115
Unincorporated Area	14,980	15,144

Source: Bureau of Economic and Business Research, University of Florida

TABLE 2
POPULATION
MADISON COUNTY, 2010

2010 U.S. CENSUS POPULATION	SQUARE MILES	PERSONS PER SQUARE MILE
19,224	695	27.6

Source: U.S. Bureau of the Census, 2010, State and County Quick Facts

According to Bureau of Economic and Business Research, 1,655 individuals are inmates and patients residing in federal and state government-operated institutions. They are considered nonresidents of the local area for revenue-sharing purposes. Institutionalized individuals are counted as part of the general population, so they are reflected in statistics on age. However, they are not included in the statistics for income or poverty levels for households

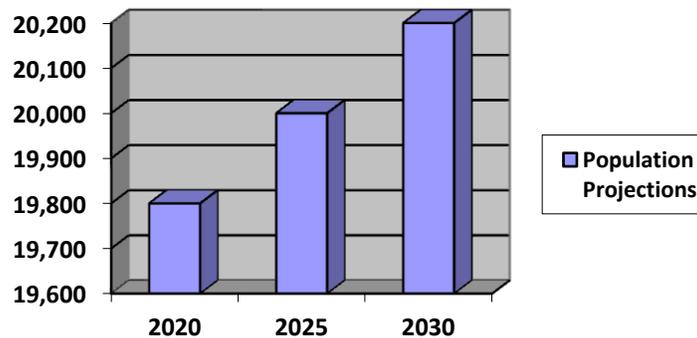
c. Population Densities

With approximately 652 square miles of land area, the County population density in 2010 was approximately 27 persons per square mile.

d. Population Projections

According to the Bureau of Economic and Business Research, Madison County will have a total population of 20,000 in the year 2025. Illustration I shows population projections for 2020, 2025 and 2030.

ILLUSTRATION I



Source: Bureau of Economic and Business Research, University of Florida

e. Population Age Distribution

Population age distribution is useful in determining mobility needs which might be met by transit. The elderly typically are less likely to have access to a vehicle and thus are more dependent on the transit system for their travel needs. Table 3 shows estimates of the County's population by age group. The 25-54 year-old age group is the largest age group within the County.

TABLE 3
POPULATION ESTIMATES BY AGE GROUP
MADISON COUNTY, 2013

AGE GROUP	POPULATION ESTIMATE 2013
0-4	1,197
5-17	2,970
18-24	1,781
25-54	7,499
55-64	2,672
65-79	2,451
80+	825

Source: Bureau of Economic and Business Research

f. Disability and Self Care Limitations

According to the 2009-2013 American Community Survey 5-Year Estimates, Madison County had a disabled population of 3,694. The population under 18 years of age with a disability was 166. The population 18 to 64 years of age with a disability was 2,167. The population 65 years and over with a disability was 1,355.

g. Employment

The Bureau of Economic and Business Research reports that Madison County's labor force (individuals who are able to work but may not be employed) in 2015 was 7,614 with 7,107 people employed and 507 unemployed. The unemployment rate for Madison County in 2015 was 6.7 percent.

h. Income

According to the 2010 Census, the median household income for Madison County in 2013 was \$33,833. Table 4 characterizes the levels of household income in Madison County. Table 5 shows income levels used to define the federal poverty level.

TABLE 4
HOUSEHOLD INCOME
MADISON COUNTY

PER CAPITA INCOME 2013	MEDIAN HOUSEHOLD INCOME 2009
\$15,538	\$33,833

Source: U.S. Bureau of the Census, 2010, State and County Quick Facts

TABLE 5
2015 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES
AND THE DISTRICT OF COLUMBIA

PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
1	\$11,770
2	\$15,930
3	\$20,090
4	\$24,250
5	\$28,410
6	\$32,570
7	\$36,730
8	\$40,890

* For families/households with more than 8 persons, add \$4,160 for each additional person.

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation

The Bureau of Economic and Business Research reports 1,033 individuals received Supplemental Security Income in 2013. The total number of Medicaid recipients in 2013 was 5,145. Table 6 shows income and poverty status data for Madison County. Table 7 shows individuals who received Supplemental Security Income.

TABLE 6
INCOME AND POVERTY STATUS
MADISON COUNTY

MEDIAN HOUSEHOLD INCOME 2009	PERCENTAGE OF PERSONS BELOW POVERTY LEVEL 2009
\$33,833	16.3%

Source: U.S. Bureau of the Census, 2010, State and County Quick Facts

TABLE 7
PUBLIC ASSISTANCE: AVERAGE MONTHLY
CASES BY TYPE OF ASSISTANCE
MADISON COUNTY, 2013

TYPE OF ASSISTANCE	AVERAGE MONTHLY CASES
Aged Assistance	82
Blind and Disabled	921

Source: Bureau of Economic and Business Research, University of Florida

i. Housing

The 2010 Census estimates that, in 2013, the total number of households in Madison County was 6,739 and that the average household size was 2.52.

Table 8 presents data on housing units for specific areas of the County. The Madison census division contains approximately 79 percent of the County's housing units.

TABLE 8
DISTRIBUTION OF HOUSING UNITS
MADISON COUNTY

HOUSING UNITS 2013	HOUSEHOLDS 2013	PERSONS PER HOUSEHOLD
8,354	6,739	2.52

Source: U.S. Bureau of the Census, 2010, State and County Quick Facts

j. Health

Madison County has one hospital, Madison County Memorial Hospital. According to the Bureau of Economic and Business Research, there are 4 licensed doctors of medicine and 272 advanced registered, registered and practical nurses.

k. Transportation

According to the 2009-2013 American Community Survey, there were 387 owner occupied housing units with no vehicle available.

l. Major Trip Generators/Attractors

Major trip generators/attractors include: North Florida Junior College, Tri-County Community Medical Center, Madison County Memorial Hospital, local government offices, the Madison County Health Unit, Appalachian Center for Human Services and the Madison County Senior Citizens Center.

Travel to Tallahassee continues to be necessary for many County residents, particularly for medical purposes. According to the 1990 Census, approximately 10.2 percent of Madison County's employed residents work out of state, 3.8 percent work in Taylor County, 3.4 percent work in Suwannee County, 2.9 percent work in Jefferson County, 2.4 percent work in Leon County and 1.6 percent work in Hamilton County.

C. Service Analysis

1. General and Critical Need Transportation Disadvantaged Populations

The National Center for Transit Research Center for Urban Transportation Research developed a methodology for estimating the general and critical need Transportation Disadvantaged population based on the most current U.S. Census Bureau demographic and socio-economic data available. The general Transportation Disadvantaged population includes the estimates of all disabled, elderly, low income persons and children who are "high-risk" or "at-risk."

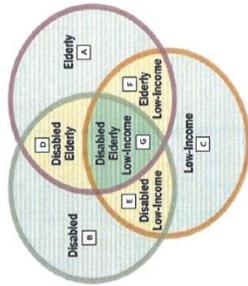
The critical need Transportation Disadvantaged population includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities.

The following tables show general and critical need Transportation Disadvantaged population estimates for Madison County.

FORECAST OF GENERAL AND CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATIONS

Madison County

General TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overlapping Circle Component											
E - Estimate non-elderly/ disabled/ not low income	705	707	709	711	713	715	717	719	721	723	725
B - Estimate non-elderly/ disabled/ not low income	1,806	1,911	1,916	1,922	1,927	1,932	1,938	1,943	1,948	1,954	1,959
D - Estimate elderly/ disabled/ not low income	252	253	253	254	255	256	257	258	259	259	259
F - Estimate elderly/ non-disabled/ low income	1,744	1,744	1,744	1,744	1,744	1,744	1,744	1,744	1,744	1,744	1,744
A - Estimate elderly/ non-disabled/ not low income	1,239	1,239	1,239	1,239	1,239	1,239	1,239	1,239	1,239	1,239	1,239
C - Estimate low income/ not elderly/ not disabled	2,683	2,692	2,700	2,707	2,714	2,721	2,728	2,735	2,742	2,749	2,756
TOTAL GENERAL TD POPULATION	8,486	8,509	8,533	8,556	8,580	8,604	8,628	8,651	8,675	8,699	8,723
TOTAL POPULATION	18,890	18,942	18,995	19,047	19,100	19,153	19,206	19,259	19,312	19,365	19,419



Madison County

Critical Need TD Population Forecast	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total Critical TD Population											
Disabled	957	960	963	965	968	971	973	976	979	981	984
Low Income Not Disabled No Auto/Transit	778	780	782	784	786	788	791	793	795	797	799
Total Critical Need TD Population	1,735	1,740	1,745	1,749	1,754	1,759	1,764	1,769	1,774	1,779	1,783
Daily Trips - Critical Need TD Population											
Severely Disabled	47	47	47	47	47	48	48	48	48	48	48
Low Income - Not Disabled - No Access	1,477	1,481	1,485	1,489	1,493	1,497	1,501	1,505	1,510	1,514	1,518
Total Daily Trips Critical Need TD Population	1,523	1,549	1,575	1,602	1,629	1,658	1,687	1,717	1,748	1,778	1,806
Annual Trips	556,070	565,467	575,024	584,742	594,624	605,149	615,860	626,761	637,854	649,144	659,336

Assumes Annual Service Days = 365
Annual Population Growth (as a percent) 0.28%

3. Barriers to Coordination

Medicaid non-emergency transportation services are no longer coordinated through Florida's Coordinated Transportation System in Madison County. In May 2014, the Florida Agency for Health Care Administration implemented Florida's Managed Medical Care Program. The Managed Medical Care Program requires Managed Medical Assistance Plans to provide transportation to their enrollees who have no other means of transportation available.

The Managed Medical Assistance Plans provide transportation services directly through their own network of transportation providers. According Chapter 2 of the Florida Agency for Health Care Administration Transportation Coverage, Limitations and Reimbursement Handbook, July 1997, "Medicaid is required by Chapter 427, Florida Statutes to purchase transportation services through the designated Community Transportation Coordinator, unless those services are not cost effective or the Community Transportation Coordinator does not coordinate Medicaid transportation services."

4. Needs Assessment

United States Code Section 5310 Grant Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase four vehicles	2015/16	Madison County	\$208,400	United States Code Section 5310
			\$26,050	Florida Department of Transportation
			\$26,050	Big Bend Transit
Purchase two vehicles to provide transportation to individuals with disabilities for employment and to the Life Skills Development Center.	2015/16	Madison County	\$71,523	United States Code Section 5310
			\$8,941	Florida Department of Transportation
			\$8,941	The ARC of Big Bend, Inc.
Service expansion	2015/16	Madison County	\$36,150	United States Code Section 5310
			\$36,245	The ARC of Big Bend, Inc.

United States Code Section 5311 Grant Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Operation and management of coordinated transportation system.	2015/16	Madison County	\$367,877	United States Code Section 5311
			\$367,877	Big Bend Transit

United States Code Section 5339 Grant Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase two vehicles to provide transportation to individuals with disabilities for employment and to the Life Skills Development Center.	2015/16	Madison County	\$71,523	United States Code Section 5339
			\$8,940	Florida Department of Transportation
			\$8,941	The ARC of Big Bend, Inc.

Rural Area Capital Assistance Program

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Purchase fleet monitoring software system Purchase replacement vehicle	2014/15	Gadsden, Madison, Jefferson and Taylor Counties	\$101,578	Rural Area Capital Assistance Program Grant
			\$11,236	Big Bend Transit

Transportation Disadvantaged Trust Fund Grant

PROJECT	PROJECT YEAR	AREAS AFFECTED BY PROJECT	ESTIMATED COST	FUNDING SOURCE
Provide trips to transportation disadvantaged individuals.	2015/16	Madison County	\$208,432	Transportation Disadvantaged Trust Fund
			\$23,159	Big Bend Transit

5. Goals, Objectives and Strategies

GOAL I: **Coordinate transportation disadvantaged services that are funded with local, state and/or federal government funds.**

OBJECTIVE: Identify agencies that receive local, state and/or federal government transportation funds that are not coordinated through the Community Transportation Coordinator.

Strategy a: Identify agencies in Madison County that receive local, state and/or federal funds to transport clients or purchase vehicles.

Strategy b: Contact agencies to obtain information about coordination opportunities.

Strategy c: Determine whether a purchase of service contract, coordination contract or subcontract should be executed with the identified agencies to coordinate the transportation services that are being provided.

GOAL II: **Identify unmet transportation needs in Madison County.**

OBJECTIVE: Identify unmet transportation needs and discuss ways to meet these needs at each local Coordinating Board meeting.

Strategy: Report quarterly the number and types of transportation services that are requested which it is unable to provide.

GOAL III: **Provide transportation services that are consumer oriented and effectively coordinate trips.**

OBJECTIVE: Provide transportation services that maximize the use of all vehicles to eliminate duplication of service without unduly inconveniencing the rider.

Strategy a: Report on a quarterly basis the number of single passenger trips provided.

Strategy b: Work with purchasing agencies and service providers (doctors' offices, hospitals, etc.) to arrange appointments to group trips.

Strategy c: Document the reduction of single passenger trips.

Strategy d: Measure the total passenger trips per vehicles quarterly.

GOAL IV: **Develop creative ways to provide additional trips.**

OBJECTIVE: Identify additional funding opportunities to provide transportation.

Strategy: Using unmet needs data, determine the level of demand and cost of providing additional service.

GOAL V: **Ensure demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of transportation services offered to individuals without disabilities.**

- OBJECTIVE:** Comply with the requirements of the *Americans with Disabilities Act (ADA)* regarding the access to and provision of transportation services.
- Strategy a):** Eliminate physical barriers preventing the use of transportation services by persons who are elderly and/or disabled.
- Strategy b):** Train staff members regarding the utilization of special equipment for persons with disabilities as well as the abilities of persons with disabilities.
- GOAL VI: **The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance based on specific criteria.****
- OBJECTIVE:** The local Coordinating Board shall annually evaluate the Community Transportation Coordinator's performance in general and relative to Commission standards as referenced in *Rule 41-2.006 of the Florida Administrative Code*.
- GOAL VII: **Utilize the Transportation Disadvantaged Trust Fund allocation in the most cost efficient manner.****
- OBJECTIVE:** Adhere to a strict budget of Transportation Disadvantaged Trust Funds to ensure that these funds are spent in the most efficient manner.
- Strategy a):** Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds.
- Strategy b):** Inform the Local Coordinating Board of any difficulties experienced concerning the under expenditure or over expenditure of the Transportation Disadvantaged Trust Funds.
- GOAL VIII: **Comply with all reporting requirements of the Florida Commission for the Transportation Disadvantaged and the Local Coordinating Board.****
- OBJECTIVE:** Complete all reports which require Local Coordinating Board review and/or approval.
- Strategy:** Complete and submit all final reports to the planning agency staff a minimum of two weeks prior to the meeting date to be reviewed and included in the Local Coordinating Board's meeting packet.
- GOAL IX: **Maintain the quality of service.****
- OBJECTIVE:** The local Coordinating Board shall monitor the quality of service provided by the Community Transportation Coordinator.
- Strategy:** The Community Transportation Coordinator shall report complaints to the Local Coordinating Board.
- OBJECTIVE:** **The Community Transportation Coordinator shall provide courteous and professional service.**
- Strategy:** Reservationists and other office staff shall receive sensitivity and courtesy training annually.

- GOAL X: Promote cost and service efficiency through efficient routing, scheduling and operation procedures.**
- OBJECTIVE:** The local Coordinating Board shall encourage the Community Transportation Coordinator to provide the greatest number of trips using the most cost effective methods possible.
- Strategy:** The Community Transportation Coordinator shall maintain a database with pertinent information relative to clients’ needs and limitations.
- GOAL XI: Ensure the provision of safe transportation services.**
- OBJECTIVE:** Ensure the safety and well being of passengers through inspection and maintenance of all vehicles in the coordinated system and driver training.
- Strategy:** he System Safety Program Plan shall meet all established requirements and adhere to *Chapter 341 Florida Statutes* and *Rule and 14-90, Florida Administrative Code*.

6. Implementation Plan

STRATEGIES	IMPLEMENTATION DATE
(1) Identify agencies located in Madison County receiving local, state and/or federal funds to transport clients or purchase vehicles. (2) Contact the identified agencies to obtain information about the funding they receive. (3) Determine type of contract to execute to coordinate transportation services.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Discuss transportation needs at local Coordinating Board meetings. (2) Report unmet trip requests.	(1) Quarterly (2) Quarterly
(1) Maximize the use of vehicles without unduly inconveniencing the rider. (2) Work with purchasing agencies and service providers to arrange appointments to group trips. (3) Document the reduction of single passenger trips. (4) Measure total passenger trips per vehicle.	(1) Ongoing (2) Ongoing (3) 2015 (4) 2015
(1) Identify additional funding opportunities to provide trips. (2) Report the types of funding opportunities that may be available for additional trips.	(1) Ongoing (2) Ongoing (3) Ongoing
(1) Ensure that the demand responsive transportation services offered to individuals with disabilities is equivalent to the level and quality of services offered to individuals without disabilities. (2) Provide alternative methods for accessing transportation services for individuals with disabilities. (3) Train staff members regarding the utilization of special equipment for persons with disabilities.	(1) Ongoing (2) Ongoing (3) Ongoing

<p>Evaluate the performance of the Community Transportation Coordinator in general and relative to Florida Commission for the Transportation Disadvantaged standards, completion of service plan elements and Florida Commission for the Transportation Disadvantaged workbook modules.</p>	<p>2015</p>
<p>(1) Adhere to a strict budget of Transportation Disadvantaged Trust Funds to insure that the Trust Funds are spent in the most efficient manner. (2) Determine the most efficient manner to expend the Transportation Disadvantaged Trust Funds. (3) Inform the local Coordinating Board of any difficulties experienced concerning the expenditure of the Transportation Disadvantaged Trust Funds.</p>	<p>(1) Ongoing (2) Annually (3) Quarterly</p>
<p>(1) Complete all reports for review and/or approval. (2) Final reports shall be completed and submitted to planning agency staff a minimum of two weeks prior to next local Coordinating Board meeting.</p>	<p>(1) Ongoing (2) Ongoing</p>
<p>(1) Monitor the quality of service. (2) Make recommendations to improve the quality of service. (3) Provide courteous and professional service. (4) Provide sensitivity and courtesy training annually. (5) Collect on-time performance data.</p>	<p>(1) Ongoing (2) Ongoing (3) Ongoing (4) Ongoing (5) Annually</p>
<p>(1) Maintain a data base with pertinent information relative to clients needs and limitations.</p>	<p>(1) Ongoing</p>
<p>(1) The System Safety Program Plan shall meet all established requirements and adhere to Chapter 341, Florida Statutes and Rule 14-90, Florida Administrative Code.</p>	<p>Annually</p>

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Chapter II: Operations Element

A. Operations

The operations element is a profile of the Madison County coordinated transportation system. This element is intended to provide basic information about the daily operations of Big Bend Transit and its contracted transportation operators.

1. Types, Hours and Days of Service

Advance Reservation	Within Madison-County Between Madison County and other Florida Counties (on occasion south Georgia Counties)	Curb to Curb Door to Door (on exception)	Ambulatory Wheelchair	24 Hour Advance Notice	Monday - Saturday 6:00 a.m. to 10:00 p.m.
Demand Response	Outside specific areas of service	Curb to Curb Door to Door (on exception)	Ambulatory Wheelchair	Less than 24 Hour Advance Notice	24-Hours per Day/Seven Days per Week
Non-Emergency Medical Stretcher (Medicaid sponsored passengers only)	Within Madison-County Between Madison County and other Florida Counties (on occasion south Georgia Counties)	Door to Door	Non-Emergency Medical Stretcher	24 Hour Advance Notice Less than 24 Hour Advance Notice	24-Hours per Day/Seven Days per Week
Evacuation	Within Madison County	Door to Door	Ambulatory Wheelchair	Service provided according to agreement.	Service provided according to agreement.
Madison County to Leon County	Madison County to Leon County	Curb to Curb	Ambulatory Wheelchair	Arrivals: 8:00 a.m. and 12:30 p.m. Departures: 12:00 p.m. and 3:30 p.m.	Monday through Friday
Madison County to Lake City and or Gainesville	Madison County to Columbia and/or Alachua County	Curb to Curb	Ambulatory Wheelchair		Monday

Madison County to Blountstown and/or Panama City	Madison County to Calhoun and/or Bay County	Curb to Curb	Ambulatory Wheelchair		Tuesday
Madison County to Thomasville, GA and/or Valdosta, GA	Madison County to Georgia	Curb to Curb	Ambulatory Wheelchair		Wednesday
Madison County to Lake City and/or Jacksonville	Madison County to Columbia and/or Duval County	Curb to Curb	Ambulatory Wheelchair		Thursday
Madison County to Gainesville	Madison County to Alachua County	Curb to Curb	Ambulatory Wheelchair		Friday

a. **Bariatric Transportation**

Transportation Disadvantaged Program: Big Bend Transit is required to transport all “common wheelchairs. A common wheelchair is defined as a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs that exceed these dimensions and weight may not to be transported.

b. **Hours and Days of Service**

Transportation Disadvantaged Program: Monday through Friday, 6:00 a.m. to 10:00 p.m. excluding holidays (see below).

c. **Holidays**

Transportation Disadvantaged Program sponsored service will not be provided on the following observed holidays.

- Thanksgiving Day
- Christmas Day
- New Year’s Day

2. Accessing Services

d. **Office Hours**

Big Bend Transit’s office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

e. Phone Number

Transportation Disadvantaged Program: 850.973.4418.

f. Advance Notification Time

Transportation Disadvantaged Program - Trip reservations must be placed by 2:00 p.m. the day before travel and no more than 14 days in advance of the day of travel. Trips are scheduled Monday through Friday from 8:00 a.m. to 5:00 p.m.

g. Trip Cancellation Process

Trip cancellations shall be made to Big Bend Transit a minimum of two (2) hours prior to the earliest pick-up time. A "no show" will be charged to passengers who do not cancel trips a minimum of two (2) hours prior to their pick-up time. Hours for cancelling service are Monday through Friday 6:00 a.m. to 6:00 p.m.

h. No-Show Policies

Transportation Disadvantaged Program - Trips must be cancelled a minimum of two hours before the scheduled pick-up time. If trips are not cancelled at least two hours in advance, the passenger will be considered a no-show. Cancellations at the door will be considered no-shows. If an individual is charged with frequent no-shows, they may be temporarily suspended from service.

On the first "no-show," the driver will leave a "no-show" notice on the client's door. On the second "no-show" occurrence, a letter of warning will be sent from the Community Transportation Coordinator. If a third infraction occurs within 60 days, the Community Transportation Coordinator will send a letter notifying the client that they have been suspended from service for a 30 day period. When the client is again reinstated to the program, and if three (3) infractions occur within 60 days, the suspension will be 45 days. When the client is again reinstated to the program and if three (3) infractions occur within 60 days, the suspension will be 60 days.

i. After Hours Service

After hours service is not sponsored by Florida's Transportation Disadvantaged Program.

j. Passenger Fares

Transportation Disadvantaged Program - Big Bend Transit does not charge fares to passengers sponsored by Florida's Transportation Disadvantaged Program.

k. Transportation Disadvantaged Program Eligibility

Big Bend Transit will determine through an eligibility application process whether an individual is unable to transport themselves or purchase transportation. Individuals who do not have an operational vehicle in the household; the ability to operate a vehicle; or the ability to find transportation from other sources are considered eligible for Transportation Disadvantaged Program services. Individuals who are unable to purchase transportation will also be considered for Transportation Disadvantaged Program eligibility.

Transportation Disadvantaged Program sponsored services are provided on a first-come, first served basis. Service sponsored by the Transportation Disadvantaged Program may be denied if there are insufficient funds to provide that service.

I. Transportation Disadvantaged Program Trip Priorities

Big Bend Transit in cooperation with the Coordinating Board has established the following trip priorities for the use of the Transportation Disadvantaged Trust Funds:

- Life Sustaining Medical Trips
- General Medical Trips
- Employment Trips
- Essential Business Trips
- Education/Training Trips
- Nutrition/Mealsite Trips
- Recreational/Social Trips

3. Transportation Operators And Coordination Contractors

Big Bend Transit has an operator contract with Capital Transit, LLC (Exhibit C).

4. Public Transit Utilization

Not applicable. There is no fixed route, public transit system operating in Madison County.

5. School Bus Utilization

Currently, there is no need to use school buses at this time. If Big Bend Transit determines a need to use school buses in the future, the Madison County School Board will be contacted for assistance.

6. Vehicle Inventory

Big Bend Transit's vehicle inventory is shown as Exhibit D.

7. System Safety Program Plan Certification

Big Bend Transit's System Safety Program Plan Certification is shown as Exhibit E.

8. Inter-County Services

Big Bend Transit provides regular scheduled and non-scheduled inter-county transportation services. Big Bend Transit participates when operationally and cost effective in inter-county service routes operated by adjacent Community Transportation Coordinators.

9. Natural Disaster/Emergency Preparedness

Upon request, and on a capacity available basis, Big Bend Transit enters into disaster/emergency transportation assistance agreements with residential facilities to provide ambulatory and non-ambulatory transportation services. A disaster/emergency transportation assistance agreement is in place with Lake Park of Madison.

10. Marketing

The availability of Big Bend Transit transportation services will continue to be promoted through general and specific distribution of informational materials at locations which concentrate eligible population activity.

11. Acceptable Alternatives

There have been no acceptable alternatives for the provision of transportation service identified in Madison County.

12. Service Standards

The Community Transportation Coordinator and any transportation operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Florida Commission for the Transportation Disadvantaged approved standards. These standards include:

a. Drug and Alcohol Policy

Rule 41-2.006 (4) (a), F.A.C.: Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post accident and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration. Big Bend Transit shall comply with this standard.

b. Transport of Escorts and Dependent Children

Rule 41-2.006 (4) (b), F.A.C.: An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Service Plan.

Local Policy: Children under age 6 will be required to be accompanied by an escort. Escorts must be provided by the passenger. Escorts must be able to provide the necessary assistance to the passenger. Escorts will be transported at the regular rate.

c. Use, Responsibility and Cost of Child Restraint Devices

Rule 41-2.006 (4) (c), F.A.C.: Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan.

Local Policy: All passengers under the age of 4 and/or under 50 pounds will be required to use a child restraint device. This device will be provided by the passenger.

d. Passenger Property

Rule 41-2.006 (4) (d), F.A.C.: Passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Local Policy: Passengers shall be allowed to have two pieces of personal property which they can place in their lap or stow under the seat. Passengers must be able to independently carry all items brought onto the vehicle.

e. Vehicle Transfer Points

Rule 41-2.006 (4) (e), F.A.C.: Vehicle transfer points shall provide shelter, security and safety of passengers.

Big Bend Transit shall comply with this standard.

f. Local Toll Free Phone Number

Rule 41-2.006 (4) (f), F.A.C.: A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The Transportation Disadvantaged Helpline phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) Will include the Transportation Disadvantaged Helpline phone number.

Big Bend Transit shall comply with this standard.

g. Out-Of-Service Area Trips

Rule 41-2.006 (4) (g), F.A.C.: Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.

Local Policy: Inter-county services between Madison and Leon Counties is available weekly. Other inter-county services are provided when available.

h. Vehicle Cleanliness

Rule 41-2.006 (4) (h), F.A.C. Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

Local Policy: All vehicles shall be cleaned (interior and exterior) on a regular schedule (minimum once a week).

i. Billing Requirements

Rule 41-2.006 (4) (I), F.A.C. Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within seven (7) calendar days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, Florida Statutes.

Local Policy: Big Bend Transit shall comply with his standard.

j. Passenger/Trip Database

Rule 41-2.006 (4) (j), F.A.C.: Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system.

Big Bend Transit shall comply with this standard.

k. Adequate Seating

Rule 41-2.006 (4) (k), F.A.C.: Adequate seating for paratransit services shall be provided to each rider and escort, child or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate searing or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

Big Bend Transit shall comply with this standard.

l. Driver Identification

Rule 41-2.006 (4) (I), F.A.C.: Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with specific passengers, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

Local Policy: Big Bend Transit shall comply with this standard.

m. Passenger Assistance

Rule 41-2.006 (4) (m), F.A.C.: The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securement devices, storage of mobility assistive devices and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian and driver.

Local Policy: Drivers are not permitted individually to assist persons in wheelchairs up or down more than one step, through grass or sand or include of more than 8.33% (1:12 slope).

n. Smoking, Eating, and Drinking

Rule 41-2.006 (4) (n), F.A.C.: Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan.

Local Policy: The use of tobacco products on vehicles is prohibited. Eating and drinking on board the vehicle is also prohibited. Stops will be made to accommodate the needs of passengers at the discretion of the driver.

o. Passenger No-Shows

Rule 41-2.006 (4) (o), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no shows. Assessing fines to passengers for no shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan.

Local Policy - Passenger no-shows are defined as trips not cancelled a minimum of two (2) hours prior to the scheduled pick-up time. Passengers shall be notified if they are considered a no-show.

p. Two-Way Communications

Rule 41-2.006 (4) (p), F.A.C.: All vehicles providing service within the coordinated system shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

Local Policy: All vehicles shall have cellular phones or two-way radios.

q. Air Conditioning/Heating

Rule 41-2.006 (4) (q), F.A.C.: All vehicles providing service within the coordinated system shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

Local Policy: Big Bend Transit shall comply with this standard.

r. First Aid

Rule 41-2.006 (4) (r), F.A.C.: First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers shall be certified in First Aid.

s. Cardiopulmonary Resuscitation

Rule 41-2.006 (4) (s), F.A.C.: Cardiopulmonary resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers shall be certified in cardiopulmonary resuscitation.

t. Driver Criminal Background Screening

Rule 41-2.006 (4) (t), F.A.C.: Driver background screening shall be determined locally, dependent up on purchasing agencies' requirements and provided in the local Transportation Disadvantaged Service Plan.

Local Policy: All drivers in the coordinated system shall meet Level 2 criminal background screening requirements in accordance with Chapter 435, Florida Statutes.

u. Fixed Route Transit Utilization

Rule 41-2.006 (4) (u), F.A.C.: In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the local Coordinating Board a percentage of total trips that will be placed on the fixed route system.

Local Policy: Not applicable.

v. Pick-Up Window

Rule 41-2.006 (4) (v), F.A.C.: The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers.

Local Policy: There is a ninety (90) minute pick-up window in place for all intra-county trips based on the arrival time of the passenger. There is a sixty (60) minute pick-up window in place for all intra-county trips based on the departure time of the passenger.

w. On-Time Performance

Rule 41-2.006 (4) (w), F.A.C.: The Community Transportation Coordinator and local Coordinating Board should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies and passengers. This measure should also be included as part of the Community Transportation Coordinator's evaluation of its contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: Big Bend Transit will have a 90 percent on-time performance rate for all completed trips. On-time performance will be measured by random sampling of trips.

x. Advance Reservation Requirement

Rule 41-2.006 (4) (x), F.A.C.: The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers.

Local Policy: Twenty-four hours advanced notice is required for all other trips scheduled within the coordinated system.

y. Safety

Rule 41-2.006 (4) (y), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than 1.2 chargeable accidents per 100,000 miles during the evaluation period.

z. Reliability

Rule 41-2.006 (4) (z), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than 5 roadcalls during the evaluation period.

aa. Call-Hold Time

Rule 41-2.006 (4) (aa), F.A.C.: This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the local Coordinating Board should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: This standard is not applicable to this service area.

bb. Quality of Service

Rule 41-2.006 (4) (bb), F.A.C.: The Community Transportation Coordinator and the local Coordinating Board should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of contracted operators and the local Coordinating Board's evaluation of the Community Transportation Coordinator.

Local Policy: There shall be no more than one complaint per 1,000 trips during the evaluation period.

13. Local Grievance Procedure/Process

The Transportation Disadvantaged Program Grievance Procedures are shown in Appendix A.

14. Passenger Code of Conduct

For everyone's safety, drivers and riders of the system are expected to act in an appropriate manner at all times and abide by the policies of Big Bend Transit.

- Riders shall be ready to board the vehicle within 5 minutes of its arrival.
- Riders shall be prepared to share their ride with other passengers.
- No person may eat, drink or smoke on board any vehicle.
- No passenger may operate or tamper with any equipment on board any vehicle.
- Riders may not have radios, cassette tape players, CD players or other sound generating devices in operation while on board a vehicle, UNLESS it is connected to a headset.
- Disruptive behavior, which results in a distraction to the driver is deemed a safety hazard. Such behavior will not be tolerated and shall be grounds for suspension of transportation privileges.

a. Verbal Abuse

Verbal abuse by a rider against staff, drivers or other clients will not be tolerated. Verbal abuse includes but is not limited to use of profanity, obscene gestures, yelling or screaming. Riders who verbally abuse staff, drivers or other clients may be suspended from service.

b. Physical Abuse

Physical abuse of either a rider to another rider or rider to a driver will not be tolerated. Physical abuse includes but is not limited to grabbing, hitting or touching. Such abuse shall be deemed as assault. In such cases, the local police shall be notified, and the rider shall be issued a notice of suspension from service.

c. Substance Abuse

No passenger who is under the influence of alcohol or illegal drugs will be transported. If a passenger is scheduled to be returned home and they are under the influence, they will be required to find alternative means of transportation. If a pattern of such behavior exists, a suspension of transportation privileges shall be invoked.

d. Penalties

The following penalties shall apply to service sponsored by Florida's Transportation Disadvantaged Program. Service suspension for Medicaid NET sponsored passengers must follow the Medicaid Program guidelines.

Verbal Abuse

- First offense – written warning
- Second offense – one week suspension of services
- Third offense – 30 day suspension of services
- Fourth offense – 90 day suspension of services
- Fifth offense – permanently removed from service

Physical Abuse

First offense - Big Bend Transit will issue a written notice of suspension for 90 days by certified mail. The notice will advise the rider that Big Bend Transit intends to suspend his or her riding privileges and the reason for such action.

Second offense – 180 day suspension of services

Third offense - permanently removed from service

e. Appeals

A rider has ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Madison County Transportation Disadvantaged Coordinating Board Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program. All requests for reconsideration must be in writing and delivered to:

Big Bend Transit
P.O. Box 70
Live Oak, FL 32060

and

Transportation Disadvantaged Program
Coordinating Board Grievance Committee
2009 N.W. 67 Place, Suite A
Gainesville, Florida 32653-1603

The written request must include the name and address of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue. Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within 10 working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.

The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Madison County Transportation Disadvantaged Coordinating Board Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by Big Bend Transit to the person requesting the hearing.

15. Evaluation Process

Big Bend Transit shall perform an annual evaluation of all contracted operators.

B. Cost/Revenue Allocation and Rate Structure Justification

See Appendix B.

Chapter III: Quality Assurance

This section contains the steps the local Coordinating Board will take to monitor and evaluate the services provided by or coordinated through the Community Transportation Coordinator, based on the Florida Commission for the Transportation Disadvantaged standards and the locally established service standards.

A. Community Transportation Coordinator Evaluation Process

The local Coordinating Board will evaluate the Community Transportation Coordinator's performance on an annual basis using the Commission for the Transportation Disadvantaged Quality Assurance Program Evaluation/Local Coordinating Board, Community Transportation Coordinator Evaluation Workbook. This evaluation workbook was created to provide a formal process for evaluating the performance of the Coordinator (and its operators). The Commission requires worksheets regarding Cost, Competition and Coordination be completed during this review.

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Appendix A: Madison County Transportation Disadvantaged Coordinating Board Grievance Procedures

A. Preamble

The following sets forth the procedures for the Madison County Transportation Disadvantaged Coordinating Board to address grievances from agencies, users, potential users, sub-contractors, and other interested parties concerning Florida's Coordinated Transportation System.

B. Agency Description

The Madison County Transportation Disadvantaged Coordinating Board, herein after referred to as the Board, is a public body appointed by the North Central Florida Regional Planning Council serving as the Designated Official Planning Agency as authorized by Section 427.015, Florida Statutes.

C. Definitions

Transportation disadvantaged means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Agency means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

Community Transportation Coordinator means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in Section 427.011, Florida Statutes in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

Coordinating Board means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

Coordination means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient and reduces fragmentation and duplication of services.

Designated Official Planning Agency means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.

Designated Service Area means a geographical area recommended by a designated official planning agency, subject to approval by the Florida Commission for the Transportation Disadvantaged, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Florida's Coordinated Transportation System means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Grievance means a written complaint to document any concerns regarding the operation or administration of services provided by Florida's Coordinated Transportation System by the Community Transportation Coordinator, subcontracted transportation operators, the Designated Official Planning Agency, or the Board. A grievance may also be a service complaint that has been left unresolved for more than 45 days.

Memorandum of Agreement is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Florida Commission for the Transportation Disadvantaged and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Service complaint means routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. All service complaints shall be recorded and a summary of complaints should be provided by the Community Transportation Coordinator on a quarterly basis, to the Board.

Transportation Disadvantaged Service Plan means an annually updated plan jointly developed by the Designated Official Planning Agency and the Community Transportation Coordinator which contains a development plan, service plan and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

D. Purpose

- (1) The Board shall appoint a Grievance Committee to serve as a mediator to process, and investigate complaints from agencies, users, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Board for the improvement of service.
- (2) The Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Committee and to address them in a timely manner. Members appointed to the Grievance Committee shall be voting members of the Board.

- (3) The Grievance Committee and the Board shall have the authority to hear and advise on grievances. When an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance. Chapter 427, Florida Statutes grants no adjudicative powers to anyone.

E. Membership

- (1) The Chair, subject to approval by the Board, shall appoint five (5) voting members to a Grievance Committee. The membership of the Grievance Committee shall include broad geographic representation from members of the local Coordinating Board representing the County in the service area.
- (2) Term limits on the Grievance Committee may coincide with term limits on the Board.

F. Officers

- (1) The Grievance Committee shall elect a Chair and Vice-Chair.

G. Meetings

- (1) The Grievance Committee may meet as often as necessary to fulfill their responsibilities. The Grievance Committee may meet following Board meetings to hear complaints. All meetings will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on the agenda.
- (2) Notice of Meetings. Notices and tentative agendas shall be provided to the Florida Commission for the Transportation, Committee members and other interested parties at least two weeks prior to the meeting. Meeting notices shall include the date, time, location, general nature/subject of the meeting, a contact person and phone number to call for additional information and to request accessible formats.
- (2) Notice of Meetings. Notices and agendas shall be sent to all Grievance Committee members and other interested parties at least two (2) weeks prior to each Grievance Committee meeting. Such notice shall state the date, time and the place of the meeting.
- (3) Quorum. At all meetings of the Grievance Committee, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a quorum, those present may, without notice other than by announcement at the meeting, recess the meeting from time to time, until a quorum shall be present. At any such recessed meeting, any business may be transacted which might have been transacted at the meeting as originally called.
- (4) Voting. A majority vote is required for actions by the Grievance Committee. As required by Section 286.012, Florida Statutes, all Grievance Committee members, including the Chair, must vote on all official actions taken by the Grievance Committee except when there appears to be a possible conflict of interest with a member or members of the Grievance Committee.

- (5) Conflict of Interest. In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter."

In cases where a grievance involves the private or personal interests of a member of the Grievance Committee, such member shall be disqualified from hearing such grievance. If a Grievant claims a conflict between the Grievant and a Grievance Committee member, the Grievance Committee member identified as having a conflict shall recuses themselves from hearing the grievance. No member of the Grievance Committee shall appear before the Grievance Committee as an agent or attorney for any person.

- (6) Proxy Voting. Proxy voting is not permitted.
- (7) Parliamentary Procedures. The Grievance Committee will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Grievance Procedures.

H. Administration

- (1) Staff Support. The North Central Florida Regional Planning Council shall provide the Grievance Committee with sufficient staff support and resources to enable the Grievance Committee to fulfill their responsibilities.
- (2) Minutes. The North Central Florida Regional Planning Council is responsible for maintaining an official set of minutes for each Grievance Committee meeting.

I. Duties

The Grievance Committee shall make recommendations to the Board, the Community Transportation Coordinator, and/or to the Florida Commission for the Transportation Disadvantaged for improvement of service.

J. Procedures

- (1) The grievance procedures shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private-nonprofit operators, Community Transportation Coordinators, Designated Official Planning Agencies, elected officials, and drivers. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

- (2) The Board must make a written copy of the grievance procedures available to anyone, upon request. All documents pertaining to the grievance process will be made available, upon request, in accessible format. The following procedures are established to provide regular opportunities for grievances to be brought before the Grievance Committee.
- (3) Should an interested party wish to file a grievance with the Board, that grievance must be filed in writing within ninety (90) days after the occurrence of the event giving rise to the grievance. The grievance shall be sent to:

Madison County Transportation Disadvantaged Coordinating Board
Grievance Committee
2009 N.W. 67th Place
Gainesville, FL 32653-1603
- (4) If requested, the North Central Florida Regional Planning Council staff will provide assistance individuals to prepare written grievances.
- (5) The grievance should try to demonstrate or establish a clear violation of a specific law, regulation, or contractual arrangement. Copies of pertinent laws and regulations may be obtained from North Central Florida Regional Planning Council staff.
- (6) The grievance shall include:
 - a. the name, address and telephone number of the Complainant;
 - b. a statement of the grounds for the grievance and be supplemented by supporting documentation, made in a clear and concise manner; and
 - c. an explanation by the Complainant of the improvements needed to address the complaint.
- (7) If the Board receives a grievance pertaining to the operation of services by the Community Transportation Coordinator, that grievance shall be forwarded to the Community Transportation Coordinator for a written response. The Community Transportation Coordinator's written response shall be provided to the Grievance Committee at least one week prior to the Grievance Committee meeting to hear such grievance.
- (8) If the Complainant does not want to be contacted by the Community Transportation Coordinator concerning the grievance before the grievance is heard, the Community Transportation Coordinator is prohibited from contacting the Complainant.
- (9) Within fifteen (15) working days following the date of receipt of the formal grievance, North Central Florida Regional Planning Council staff shall advise the Grievance Committee of the grievance to schedule a hearing on the grievance and inform the Complainant of the hearing date.
- (10) The Grievance Committee shall meet to hear the grievance within forty-five (45) calendar days from the date of receipt of the grievance.
- (11) North Central Florida Regional Planning Council staff shall send notice of the Grievance Committee's scheduled hearing in writing to the local newspaper of greatest circulation, the Complainant and other interested parties.

- (12) All involved parties have a right to present their views to the Grievance Committee, either orally or in writing. In addition, all parties may present evidence. The Community Transportation Coordinator shall provide transportation to and from Grievance Committee meetings at no charge to complainants who cannot transport themselves to the meetings
- (13) A written report and any recommendations of the Grievance Committee shall be provided to the Board. A copy of this report shall be provided to the concerned parties within ten (10) working days after the hearing on the grievance and no more than sixty (60) calendar days from the date of receipt of the formal grievance. The Grievance Committee's recommendation will stand unless the recommendation is changed by the Board.
- (14) A written report shall also be provided to the Community Transportation Coordinator's Governing Board.

K. Appeals

- (1) Appeals of recommendations by the Grievance Committee to the Board shall be made within twenty (20) working days from the date when the Grievance Committee makes a recommendation regarding a grievance. The appeal shall be mailed to:

Madison County Transportation Disadvantaged Coordinating Board
2009 N.W. 67th Place
Gainesville, FL 32653-1603

- (2) The Complainant will be notified in writing of the date, time and place of the Board meeting where the appeal will be heard. This written notice will be mailed at least ten (10) calendar days in advance of the meeting.
- (3) The Board will meet to hear the appeal and render its recommendation within thirty (30) calendar days of the date the appeal was filed. A written copy of the recommendation will be mailed to all parties involved within ten (10) calendar days of the date of the recommendation.
- (4) Should a Complainant remain dissatisfied with the Board's decision, he or she may contact the Florida Commission for the Transportation Disadvantaged at the following address:

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

- (5) The Florida Commission for the Transportation Disadvantaged also has an Ombudsman Program to assist individuals with complaints. The toll-free Ombudsman Hotline is 1-800-983-2435. Chapter 427, Florida Statutes does not expressly confer the power or authority for the Florida Commission for the Transportation Disadvantaged to "hear and determine" a grievance between two (2) third parties. The Florida Commission for the Transportation Disadvantaged may choose to listen to grievances and it can investigate them from a fact-finding perspective. It cannot be the "judge" or "arbiter" of the grievance in the sense of determining that one party's version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within "the system."
- (6) If the grievance showed that one (1) of the parties with whom the Florida Commission for the Transportation Disadvantaged contracts was acting so aberrantly as to not be in compliance with

its contract, the Florida Commission for the Transportation Disadvantaged could exercise whatever contractual rights it has to correct the problem.

- (7) The Florida Commission for the Transportation Disadvantaged may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the facts of the matter. It may not decide the grievance, where doing so would amount to an exercise of adjudicative powers.

L. Suspension Reconsideration

- (1) If a rider has been issued a notice of suspension by the Community Transportation Coordinator, they have ten (10) calendar days from the date of issuance of suspension notice to request a reconsideration hearing on the suspension. If a reconsideration hearing is requested, the hearing will be held by the Grievance Committee if the suspension involves transportation provided under Florida's Transportation Disadvantaged Program.
- (2) The written request must include the name, address and telephone number of the person who is requesting the hearing and a statement as to why his or her riding privileges should not be suspended. If the request is not received within ten (10) calendar days from the issue date of the suspension, then the suspension becomes effective ten (10) calendar days from the date of issue.
- (3) Upon receipt of letter requesting the reconsideration hearing, a hearing shall be held within ten (10) working days. The North Central Florida Regional Planning Council will advise the person requesting the reconsideration hearing by return correspondence of the date, time and location of the hearing.
- (4) The person will be given the opportunity to present the reasons why they believe the suspension should not take place. The Grievance Committee will make a recommendation whether or not to uphold the suspension. A written statement of the recommendation shall be forwarded to the person requesting the hearing within two (2) working days after the hearing by the Grievance Committee. A written statement of the decision whether or not to uphold the suspension shall be forwarded by certified mail within two (2) working days by the Community Transportation Coordinator to the person requesting the hearing.

M. Prohibition Against Retaliation

No individual shall be unlawfully denied Transportation Disadvantaged Program services because such individual has filed a grievance related to Florida's Transportation Disadvantaged Program or has testified or is about to testify in any such proceeding or investigation related to Florida's Transportation Disadvantaged Program.

N. Alternative Recourse

Apart from these grievance processes, aggrieved parties with proper standing, may also have recourse through Chapter 120, Florida Statutes, administrative hearings process or the judicial court system.

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Appendix B: Cost/Revenue Allocation and Rate Structure Justification

BIG BEND TRANSIT, INC.

SERVICE RATES

COMMUNITY TRANSPORTATION COORDINATOR: Big Bend Transit

COUNTY: Madison

CONTRACT PERIOD: July 1, 2015 - June 30, 2016

PURCHASING AGENCY: Florida Commission for the Transportation Disadvantaged

PROGRAM/SERVICE TYPE	COST PER UNIT (Passenger Mile or Passenger Trip)
Transportation Disadvantaged Program Ambulatory	\$35.43/passenger trip
Transportation Disadvantaged Program Wheelchair	\$60.74/passenger trip

Preliminary Information Worksheet

Version 1.4

CTC Name: Big Bend Transit, Inc.
County (Service Area): Madison
Contact Person: Shawn Mitchell
Phone # 850-574-6266

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

*Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"*

Comprehensive Budget Worksheet

Version 1.4

CTC: Big Bend Transit, Inc.
County: Madison

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2013 to June 30th of 2014	Current Year's APPROVED Budget, as amended from July 1st of 2014 to June 30th of 2015	Upcoming Year's PROPOSED Budget from July 1st of 2015 to June 30th of 2016	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox	\$ 57,876	\$ 85,524	\$ 35,743	47.8%	-58.2%	All of Farebox is used to match T/E grant
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 7,045	\$ 21,545	\$ 60,900	205.8%	182.7%	
Bus Pass Program Revenue						
Local Government						
District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services			\$ 20,000			
City Cash						
City In-Kind, Contributed Services			\$ 5,000			
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	\$ 742,768	\$ 769,716	\$ 216,597	3.6%	-72.0%	
Non-Spons. Capital Equipment			\$ 20,000			
Rural Capital Equipment	\$ 70,455	\$ 55,584	\$ 71,000	-21.1%	27.7%	
Other TD (specify in explanation)						
Bus Pass Program Revenue			\$ 11,500			
USDOT & FDOT						
49 USC 5307						
49 USC 5310		\$ 138,325	\$ 142,000	2.7%		5310 for vehicles with 10% match from BBT contribution.
49 USC 5311 (Operating)	\$ 347,615	\$ 168,885	\$ 108,312	-51.4%	-35.9%	5311 usage is as system subsidy with a 50% match by BBT
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance			\$ 25,000			
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid	\$ 1,489,443	\$ 1,638,544	\$ -	10.2%	-100.0%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcoh. Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis/Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health			\$ 500			
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation			\$ 1,200			
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Big Bend Transit, Inc.
County: Madison

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS	Current Year's APPROVED Budget, as amended	Upcoming Year's PROPOSED Budget	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
	from July 1st of 2013 to June 30th of 2014	from July 1st of 2014 to June 30th of 2015	from July 1st of 2015 to June 30th of 2016			
1	2	3	4	5	6	7

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

FUEL TAX REFUND	\$ 122,874	\$ 125,067	\$ 15,332	1.8%	-87.7%	
XXXX						
XXXX						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
XXXXX						
XXXXX						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$2,835,076	\$3,003,190	\$732,084	5.9%	-75.6%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 1,248,879	\$ 1,241,953	\$ 358,060	-0.6%	-71.2%	
Fringe Benefits	\$ 473,262	\$ 487,132	\$ 143,628	2.9%	-70.5%	
Services	\$ 80,300	\$ 63,620	\$ 15,250	-20.8%	-76.0%	
Materials and Supplies	\$ 437,841	\$ 448,162	\$ 65,000	2.4%	-85.5%	
Utilities	\$ 29,476	\$ 31,719	\$ 1,251	7.8%	-96.1%	
Casualty and Liability	\$ 81,547	\$ 160,844	\$ 33,059	97.2%	-79.4%	
Taxes	\$ 1,744	\$ 1,912	\$ 2,100	9.8%	9.8%	

Purchased Transportation:

X Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 35,309	\$ 33,045	\$ -	-4.9%	-100.0%	
Other						

Miscellaneous

Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 26,100	\$ 33,368	\$ 5,000	18.7%	-85.0%	
Contrib. to Capital Equip. Replacement Fund	\$ 341,066	\$ 285,391	\$ 6,835	-16.3%	-97.6%	Grant equipment is not included in the Capital Equip Replacement Fund
In-Kind, Contributed Services	\$ -	\$ -	\$ 25,000			
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds	\$ 70,455	\$ 193,909	\$ 70,000	175.2%	-63.9%	Local Match for Shirley Conroy and 5310
Equip. Purchases with Local Revenue	\$ 7,045	\$ 21,545	\$ 7,000	205.8%	-67.5%	
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

Total Expenditures =	\$2,835,076	\$3,003,190	\$732,083	5.9%	-75.6%	
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ERROR: In at least one of the 3 columns, bus pass program revenue does not equal expenses

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4 CTC: Big Bend Transit, Inc.
County: Madison

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

	Upcoming Year's BUDGETED Revenues from July 1st of 2015 to June 30th of 2016	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt				
Farebox	\$ 35,743	\$ 85,879	\$ (50,136)	
Medicaid Co-Pay Received	\$ -	\$ -	\$ -	
Donations/ Contributions	\$ -	\$ -	\$ -	
In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Other	\$ 60,900	\$ -	\$ 60,900	\$ 21,545
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Local Government				
District School Board	\$ -	\$ -	\$ -	
Compt. ADA Services	\$ -	\$ -	\$ -	
County Cash	\$ -	\$ -	\$ -	
County In-Kind, Contributed Services	\$ 20,000	\$ -	\$ 20,000	
City Cash	\$ -	\$ -	\$ -	
City In-Kind, Contributed Services	\$ 5,000	\$ -	\$ 5,000	
Other Cash	\$ -	\$ -	\$ -	
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
CTD				
Non-Spons. Trip Program	\$ 215,597	\$ 215,597	\$ -	
Non-Spons. Capital Equipment	\$ 20,000	\$ -	\$ 20,000	
Rural Capital Equipment	\$ 71,000	\$ -	\$ 71,000	
Other TD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ 11,500	\$ -	\$ 11,500	
USDOT & FDOT				
49 USC 5307	\$ -	\$ -	\$ -	
49 USC 5310	\$ 142,000	\$ -	\$ 142,000	
49 USC 5311 (Operating)	\$ 108,312	\$ -	\$ 108,312	
49 USC 5311(Capital)	\$ -	\$ -	\$ -	
Block Grant	\$ -	\$ -	\$ -	
Service Development	\$ -	\$ -	\$ -	
Commuter Assistance	\$ 25,000	\$ -	\$ 25,000	
Other DOT	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
AHCA				
Medicaid	\$ -	\$ -	\$ -	
Other AHCA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DCF				
Alcoh. Drug & Mental Health	\$ -	\$ -	\$ -	
Family Safety & Preservation	\$ -	\$ -	\$ -	
Comm. Care Dis./Aging & Adult Serv	\$ -	\$ -	\$ -	
Other DCF	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DOH				
Children Medical Services	\$ -	\$ -	\$ -	
County Public Health	\$ 500	\$ -	\$ 500	
Other DOH	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DOE (state)				
Carl Perkins	\$ -	\$ -	\$ -	
Div of Blind Services	\$ -	\$ -	\$ -	
Vocational Rehabilitation	\$ 1,200	\$ -	\$ 1,200	
Day Care Programs	\$ -	\$ -	\$ -	
Other DOE	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
AWI				
WAGES/Workforce Board	\$ -	\$ -	\$ -	
AWI	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DOEA				
Older Americans Act	\$ -	\$ -	\$ -	
Community Care for Elderly	\$ -	\$ -	\$ -	
Other DOEA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DCA				
Community Services	\$ -	\$ -	\$ -	
Other DCA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: **Big Bend Transit, Inc.**

County: **Madison**

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3

2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues		
	from July 1st of 2015 to June 30th of 2016	What amount of the <u>Budgeted Revenue</u> in col 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4
APD			
Office of Disability Determination	\$ -	\$ -	\$ -
Developmental Services	\$ -	\$ -	\$ -
Other APD	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
DJJ			
DJJ	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
Other Fed or State			
FUEL TAX REFUND	\$ 15,332	\$ 15,332	\$ -
xxx	\$ -	\$ -	\$ -
xxx	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
Other Revenues			
Interest Earnings	\$ -	\$ -	\$ -
xxxx	\$ -	\$ -	\$ -
xxxx	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -
Balancing Revenue to Prevent Deficit			
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -
Total Revenues =	\$ 732,084	\$ 303,176	\$ 428,908

EXPENDITURES (CTC/Operators ONLY)	\$ 174,363
Operating Expenditures	
Labor	\$ 358,060
Fringe Benefits	\$ 143,528
Services	\$ 15,250
Materials and Supplies	\$ 65,000
Utilities	\$ 1,251
Casualty and Liability	\$ 33,059
Taxes	\$ 2,100
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 5,000
Contrib. to Capital Equip. Replacement Fund	\$ 6,835
In-Kind, Contributed Services	\$ 25,000
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 70,000
Equip. Purchases with Local Revenue	\$ 7,000
Equip. Purchases with Rate Generated Rev	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 732,083
minus EXCLUDED Subsidy Revenue =	\$ 428,908
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 303,176
Rate Base Adjustment ¹ =	<input style="width: 100px;" type="text"/>
Adjusted Expenditures Included in Rate	
Base =	\$ 303,176

¹Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year 2013 - 2014

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Big Bend Transit, I Version 1.4
County: Madison

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES		Fiscal Year
Total Projected Passenger Miles =	160,000	
Rate Per Passenger Mile = \$ 1.89		2015 - 2016
Total Projected Passenger Trips =	7,700	
Rate Per Passenger Trip = \$ 39.37		Avg. Passenger Trip Length = 20.8 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$ 4.50	
Rate Per Passenger Trip = \$ 93.58	

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Big Bend Transl Version 1.4
County: Madison

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?

Ambulatory <input checked="" type="radio"/> Yes <input type="radio"/> No Go to Section II for Ambulatory Service	Wheelchair <input checked="" type="radio"/> Yes <input type="radio"/> No Go to Section II for Wheelchair Service	Stretcher <input type="radio"/> Yes <input checked="" type="radio"/> No STOP! Do NOT Complete Section V for Stretcher Service	Group <input type="radio"/> Yes <input checked="" type="radio"/> No STOP! Do NOT Complete Section V for Group Service
---	---	--	--

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?

Ambulatory <input type="radio"/> Yes <input checked="" type="radio"/> No Skip # 2, 3, 4 and Go to Section III for Ambulatory Service	Wheelchair <input type="radio"/> Yes <input checked="" type="radio"/> No Skip # 2, 3, 4 and Go to Section III for Wheelchair Service	Stretcher <input type="radio"/> Yes <input checked="" type="radio"/> No Do NOT Complete Section II for Stretcher Service	Group <input type="radio"/> Yes <input checked="" type="radio"/> No Do NOT Complete Section II for Group Service
---	---	---	---

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?

<input type="radio"/> Yes <input checked="" type="radio"/> No			
--	--	--	--

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service? How many of the total projected Passenger Miles relate to the contracted service? How many of the total projected passenger trips relate to the contracted service?

Leave Blank	Leave Blank	Leave Blank
Effective Rate for Contracted Services: per Passenger Mile	Effective Rate for Contracted Services: per Passenger Mile	Effective Rate for Contracted Services: per Passenger Mile

Effective Rate for Contracted Services: per Passenger Mile

Ambulatory Go to Section III for Ambulatory Service	Wheelchair Go to Section III for Wheelchair Service	Stretcher Do NOT Complete Section II for Stretcher Service	Group Do NOT Complete Section II for Group Service
--	--	---	---

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) Rate per Passenger Mile for Balance =

Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
--	--	--	--

Worksheet for Multiple Service Rates

CTC: Big Bend Transit Version 1.4
County: Madison

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?
 - Yes
 - No

Blue #2 - 4 and 5 are required to complete this section. Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?
 - Pass Trip
 - Pass Mile

Leave Blank
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?
 -

Leave Blank
4. How much will you charge each escort?
 -

Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)
 -

Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles?
 to

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 - * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 - * Be sure to leave the service **BLANK** if you answered **NO** in Section I or **YES** to question #2 in Section II

Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		160,000	
Rate per Passenger Mile =		\$1.70	
Ambul	134,400	+	25,600
Stretcher	0	+	0
Wheel Chair	0	+	0
Group	0	+	0
Total	\$1.70	+	\$0.00
Rate per Passenger Mile	\$1.70		

Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		7,700	
Rate per Passenger Trip =		\$35.43	
Ambul	6,500	+	1,200
Stretcher	0	+	0
Wheel Chair	0	+	0
Group	0	+	0
Total	\$35.43	+	\$0.00
Rate per Passenger Trip	\$35.43		

Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		160,000	
Rate per Passenger Mile for Balance =		\$1.70	
Ambul	134,400	+	25,600
Stretcher	0	+	0
Wheel Chair	0	+	0
Group	0	+	0
Total	\$1.70	+	\$0.00
Rate per Passenger Mile	\$1.70		

Rates If No Revenue Funds Were Identified As Subsidy Funds			
Ambul	Wheel Chair	Stretcher	Group
\$4.04	\$6.93	\$0.00	\$0.00
		per passenger	per group
Ambul	Wheel Chair	Stretcher	Group
\$84.21	\$144.36	\$0.00	\$0.00
		per passenger	per group

Program These Rates into Your Medicaid Encounter Data

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Appendix C: Service Provider Contract

AMENDMENT # 9

TO TRANSPORTATION OPERATOR CONTRACT

THIS CONTRACT entered into by and between Big Bend Transit, Inc., hereinafter referred to as the "Coordinator", and Capital Transit, Inc., hereinafter referred to as the "Operator".

The above names parties mutually agree that the contract entered into between the said parties, effective September 13, 2006, and subsequently amended, is hereby amended effective October 1, 2012 as follows:

Section III, Paragraph A. 2. Is amended to read:

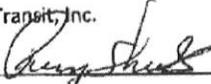
"This agreement shall end on September 30, 2014.

All provisions in the contract and any attachments thereto in conflict with this amendment shall be and are hereby changed to conform with this amendment.

All provisions in the contract and any attachments thereto not in conflict with this amendment are still in effect and are to be performed at the level specified in the contract.

IN WITNESS WHEREOF, the parties have caused this contract to be executed by their officials hereby duly authorized.

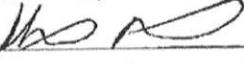
Capital Transit, Inc.

BY: 

TITLE: Owner

DATE: 11-5-13

Big Bend Transit, Inc.

BY: 

TITLE: Interim General Manager

DATE: 9/17/2013

Appendix D: Vehicle Inventory

**Madison County
Transportation Disadvantaged Service Plan**

DATE: 05/22/2015

BIG BEND TRANSIT INC.
EXPANDED VEHICLE DATA PRINTOUT

ID: 1-343/MVI

PAGE: 1

VEHICLE#	MAKE	SIZE	SERIAL NUMBER	VEHICLE LOCATION	VEH GVM	PURCH DT	PURCH\$	DEP/PD	VALUE	INSURE LIC
ODOMETR	YEAR	DEPARTMENT	FUEL REGISTRATION NUM	VEHICLE DRIVER	PLATE #	INSRVCE	RESELL	PERIODS		LICENS INS
0612	FORDSC	M	1FDWE35L05HB19235	MADISON	0000000	04/01/2006	0	0		0 06
169285	2006	0005	U		X81932----	0133904/01/2006	0	0		0 00
0703	CHEVYSC	M	1GBJG31U271143379	MADISON	0000000	03/23/2007	0	0		0 06
209764	2007	0005	U		X3326A----	0134003/23/2007	0	0		0 00
0803	CHEVY C	90246	M 1GBE4V1G28F406670	MADISON	0000000	02/19/2008	0	0		0 00
138418	2008	0005	U		X4408A----	0134102/19/2008	0	0		0 00
0808	CHEVYSC	TDTF	M 1GBJG31K381122265	MADISON	0000000	02/18/2008	0	0		0 06
211676	2008	0005	U		X4413A----	0134202/18/2008	0	0		0 00
0910	FORD A	80207	L 1FBNE31L19DA91484	MADISON	0000000	08/26/2009	34620	0		0 06
48832	2009	0005	U		X9935B	08/26/2009	0	0		0 01
1009	CHEVY C	80234	H 1GB9G5AG4A1105667	MADISON	0000000	02/25/2010	0	0		0 00
180908	2010	0005	U		X3166B----	0134302/25/2010	0	0		0 00
1010	CHEVY C	90266	H 1GB9G5AG5A1104821	MADISON	0000000	12/08/2009	0	0		0 00
197040	2010	0005	U		X1217B----	0134412/08/2009	0	0		0 00
1011	CHEVY C	90267	H 1GB9G5AG9A1105079	MADISON	0000000	12/08/2009	0	0		0 00
156256	2010	0005	U		X1215B----	0134512/08/2009	0	0		0 00
1012	CHEVY C	80233	H 1GB9G5AG8A1105252	MADISON	0000000	02/25/2010	0	0		0 00
189391	2010	0005	U		X3165B----	0134602/25/2010	0	0		0 00
1102	FORD C	90292	M 1FDFE4FS8BDA86791	MADISON	0000000	07/27/2011	0	0		0 00
137426	2011	0005	U		X8440B----	0134707/27/2011	0	0		0 00
1302	FORD C	91218	H 1FDFE4FS4DDA92980	MADISON	0000000	00/00/0000	0	0		0 00
75300	2013	0005	U 081213		X7487B----	0134808/12/2013	0	0		0 01
1411	FORD CUTA	M	1FDFE4FS6FDA19631	MADISON	0000000	00/00/0000	0	0		0 00
1485	2014	0005	U		X4089C-	04/28/2015	0	0		0 00

Appendix E: Safety Compliance Self Certification



Annual Grant Self Certification

Certifying compliance with United States Code Section 5309, 5310, 5311/ARRA, 5316, 5317, and 5339 Programs to the Florida Department of Transportation

Certification Date (Current): 2015

Certification Year: (Previous): 2014

Name and Address of Bus Transit System: Big Bend Transit, Inc. Tallahassee, Florida

The Bus Transit System (Agency) named above hereby certifies the following:

1. *The grant funded vehicles continue to be used for the purpose for which the grants were awarded.*
2. *The vehicles have not been sold, damaged or otherwise taken out of service. The Agency has notified the Department of all accidents and casualties within 24 hours of such events.*
3. *The Agency carries adequate insurance to maintain, repair, or replace the vehicles and equipment in the event of loss or damage due to an accident or casualty.*
4. *The Agency's Preventative Maintenance Plan is current and the agency is in compliance with the Plan. The vehicles and equipment are maintained in good working condition. Annual vehicle and wheelchair safety inspections have been performed on all operational buses.*

Blue Ink Signature:  **Date:** 1/15/15
(Individual responsible for assurance of compliance)

Name: Shawn Mitchell **Title:** General Manager

Name and address of entity(ies) which has (have) performed bus safety inspections:

Name: Domingo Ortiz

Address: Tallahassee, Florida

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

Name and address of entity(ies) which has (have) performed wheelchair inspections:

Name: Domingo Ortiz

Address: Tallahassee, Florida

Name of qualified mechanic who performed annual inspections: Domingo Ortiz

** Note: Please do not edit or otherwise change this form.*

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATE OF COMPLIANCE
for a
SECTION 5311 SUBRECIPIENT
(Certifying compliance with 49 CFR Parts 40, 655)
To
Florida Department of Transportation

725-030-10
TRANSIT
12/01

DATE 1/15/2015

Section 5311 Subrecipient Information:

AGENCY NAME: Big Bend Transit, Inc.

ADDRESS: 2201 Eisenhower Street

PHONE: 850-574-6266

FDOT District Office Information:

NAME: Doreen Joyner-Howard, AICP

ADDRESS: 2198 Edison Avenue, Jacksonville, FL

PHONE: 904-360-5650

I, Shawn Mitchell, General Manager
(Name) (Title)

hereby certify that Big Bend Transit, Inc. and its applicable
(Name of Subrecipient)

contractor(s) (listing attached hereto) for N/A
(Name of Subrecipient)

has (have) established and implemented an anti-drug and alcohol misuse prevention program in accordance with the provisions of 49 CFR Parts 40 and 655 as amended. I further certify that the employee training conducted under this part meets the requirements of 49 CFR Parts 40 and 655 as amended.


Signature

Attachment: (Applicable Contractor(s) - Name, Address, Phone #, Contact Person)



Bus Transit System Annual Safety and Security Certification

*Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)*

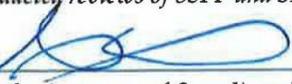
Certification Date (Current): 2015

Certification Year: (Previous): 2014

Name and Address of Bus Transit System: Big Bend Transit, Inc. Tallahassee, Florida

The Bus Transit System (Agency) named above hereby certifies the following:

- 1. The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
- 2. The Agency is in compliance with its adopted SSPP and SPP.*
- 3. The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
- 4. The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

Blue Ink Signature  *Date: 1/15/2015*
(Individual Responsible for Assurance of Compliance)

Name: Shawn Mitchell Title: General Manager

Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:

Name: Domingo Ortiz

Address: 2201 Eisenhower Street, Tallahassee FL. _____

Name of Qualified Mechanic who Performed Annual Inspections: Domingo Ortiz

** Note: Please do not edit or otherwise change this form.*

North Central Florida Regional Planning Council

Transportation Disadvantaged Service Plan Team

Scott R. Koons, AICP, Executive Director

* Marlie Sanderson, AICP, Director of Transportation Planning

* Lynn Franson-Godfrey, AICP, Senior Planner

* Primary Responsibility
** Secondary Responsibility



Use the QR Reader App
on your smart phone to
visit our website!

Madison County
Transportation Disadvantaged Coordinating Board

2009 NW 67th Place, Gainesville, FL 32653-1603

www.ncfrpc.org/td